OWL FAQ – Al Milspagh

1. Is there a reseller within the Anchorage area?
No

2. Do 501-C3 organizations (Non-Profit), military, or senior citizen receive a discount?
Only a 501-C3 receives a discount if an OWL PRO (refurbished) is purchased at a cost of $600.00 with only a one (1) year warranty and no extended warranty (while supply last). No discount for the OWL 3 which comes with a two (2) year warranty for purchase an additional year purchase warranty for $150.00.

3. What is the cost of an OWL 3?
$1,050.00

4. Can the OWLs be used with Zoom and Microsoft platform?
Yes

5. Can the OWL PRO be used in tandem (paired)?
No

6. Can a extended microphone be used with an OWL PRO?
No

7. Can the OWL 3 be used in tandem?
Yes, only two (2) with one (1) extended microphone.

8. Can an extended microphone be used with an OWL 3?
Yes

9. Do the OWLs need a base stand?
No, any tripod with a screw connector can be used.

10. What is the return policy?
Only one return, OWL PRO if done within 30 days from receipt date. The customer pays the return cost which is about $15.00. The OWL 3 gets a one time replacement with no questions asked.

11. Is there a carrying case?

Yes, the soft case is $150.00 and the hard case is $200.00. Another option is to purchase a Pelican Case or any suitable case.

13. Is there a package deal?
Meeting Owl 3 & Expansion Mic bundle - $1,198
Meeting Owl 3 Room Kit (2 Meeting Owl 3s, 2 Lock Adapters, USB Extension Cable) - $2099

14. Is the OWL compatible with smart phones?
No, see below article

15. What is the hearing distance from the OWL unit?
For both the OWL Pro and OWL 3 about 18 feet is the average. With an additional paired OWL 3 an additional 18 feet, add an extension mick approximately 40 feet.

16. Are there any drawbacks?
Yes, The OWL must be re-paired when another PC is used.

Article
This article applies to Meeting Owl, Meeting Owl Pro, and Meeting Owl 3

Operating System Compatibility
The Owl will work on the following Operating Systems:
- Windows 7 or higher ([How do I check?](#))
- OSX 10.8 or higher ([How do I check?](#))
  - The Owl will work with both Intel and Apple M1 Processors.
- Chrome OS ([How do I check?](#))
  - Meeting Owl Pro software versions [3.3.0.11](#) through [4.2.0.11](#) contain a bug that prevents compatibility with ChromeOS. This issue was resolved in Meeting Owl Pro software version [4.3.0.5](#). [Update](#) your Owl's software if within these versions to ensure compatibility with ChromeOS.
- Limited Support on Ubuntu 16.04 or higher (some video applications will work, others may not); may work on other Linux-based systems

USB Compatibility
The Owl is USB UVC 1.1, UAC 1 compatible and works with USB 2.0 and 3.0 ports. The Owl has been tested to work with USB-C ports using these [approved cables and adapters.](#)

Device Compatibility

The Owl is not compatible with mobile devices, like smartphones or tablets, because most video conferencing platforms do not support external cameras in the mobile versions of their apps. This is an unfortunate limitation of Android and iOS devices and is not related to the Owl.